

IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

In the application of : McCORMACK, Tony et al.

Serial No. : 10/645,438

Filed : August 21, 2003

For : Management of queues in contact centres

Examiner : TOMLINSON, Ronald D.

Art Unit : 2109

RESPONSE TO OFFICE ACTION OF MAY 7, 2007

Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of May 7, 2007, the Applicants make the following amendments and remarks: